

Phase 1- Measure Development

1. Measure Development Form is completed by the measure subject matter expert (SME).
2. Completed Measure Development Form is submitted to Community Behavioral Health Quality Improvement Program Manager (CBH QI Manager).
3. Submitted Measure Development Form is reviewed by CBH QI Manager and Data Analytics & Evaluation Manager.
4. SME will meet with CBH QI Manager, Data Analytics & Evaluation Manager and/or Research & Evaluation Analyst(s) to address any gaps and provide recommendations.
5. Completed Measure Development Form for proposed measure is submitted to applicable Program Director for review and approval.
6. If additional data is needed for measure, utilize existing Survey Request Process or Data Request Process.
7. Proposed measure is submitted to Q&O for review.
8. Proposed measure is submitted to STAC (for STEP-VA measures) for review.
9. Proposed measure is submitted to SME Data Quality Workgroup and/or DMC Technical workgroup for review and suggested revisions.
10. Proposed measure is submitted to DMC for review if new data elements are required.
11. Measure calculation one-pager is created by the measure SME that outlines the data elements that are utilized for the measure.
12. Measure is documented in Exhibit B Section III- Additional Expectations and Elements Being Monitored.
13. Data collection for approved measure begins per timeline established in Measure Development Form.

Phase 2- Measure Authentication/Validation

1. SME monitors collected data at least on a quarterly basis for accuracy and baseline results. Concerns/questions are submitted to CBH QI Manager and Research & Evaluation Analyst(s).
2. Initial data results and trends are reviewed by CSB SME Data Quality Workgroup. This includes testing of the new measure by some SME Data Quality Workgroup volunteers to determine if CSBs' results match DBHDS' results.
3. Routine cadence for reporting data and results back to CSB is established by DBHDS office/staff responsible for data delivery.
4. Measure is included on Behavioral Health "In Development" Dashboard. CSBs are notified of inclusion on dashboard and mechanism for providing feedback by Data Analytics & Evaluation Manager.
5. Barriers for implementation and needs for technical assistance are identified and submitted to SME Data Quality Workgroup chairs.
6. Significant barriers impacting accuracy of the measure are addressed within CSB SME Data Quality Workgroup.
7. Any changes to the measure and/or calculation should be documented on updated Measure Development Form.
8. Benchmark is established and documented on Measure Development Form.
9. Proposed benchmarked measure is submitted to Q&O for review.
10. Approved benchmarked measure is documented in Exhibit B Section II.

11. Final benchmarked measure is included on Behavioral Health Dashboard.

Phase 3- Measure Finalization and Evaluation (ongoing)

1. Measure is incorporated in to annual review process.
2. Any proposed change to measure language is initiated by measure steward/SME and documented on Measure Development Form. Updated Measure Development Form is submitted to CBH QI Manager and Data Analytics & Evaluation Manager for further review. If determined that change is warranted, measure is moved to Phase 1 or Phase 2 processes depending on significance of the proposed change.
3. Performance measure data is monitored on an ongoing basis at least quarterly by SME and any relevant committees.
4. If a measure is below the benchmark or incremental goal as defined in the Performance Contract, technical assistance is provided to the CSB and/or provider in accordance with established technical assistance procedure.